

General

Title

Intensive care unit (ICU) palliative care: percent of patients who have documentation in the medical record that social work support was offered to the patient and/or family on or before Day Three of ICU admission.

Source(s)

VHA Inc. TICU care and communication bundle: care and communication quality measures. Irving (TX): VHA Inc.; 2006 Sep 15. 8 p.

Measure Domain

Primary Measure Domain

Process

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

Secondary Measure Domain

Does not apply to this measure

Brief Abstract

Description

This measure is used to assess the percent of patients with documentation that social work support was offered to the patient and/or family on or before Day Three of intensive care unit (ICU) admission.

Rationale

Palliative care focuses on prevention and relief of suffering, improving communication, promoting concordance between treatment and individual preferences, and facilitating transitions across care settings for patients with life threatening illness and their families. As such, it is increasingly accepted as an integral component of comprehensive intensive care unit (ICU) care for all critically ill patients,

including those pursuing every reasonable treatment to prolong life. At the same time, evidence has accumulated that the quality of ICU palliative care needs improvement: patients experience high levels of pain and other distressing symptoms; families fail to understand basic information about diagnosis, prognosis, or critical care treatments and experience high levels of depression and anxiety; care plans diverge from patients' and families' preferences; and conflict among ICU clinicians, patients, and families is common.

The Institute of Medicine identified improvement of palliative care in the ICU and other care settings as a national health priority. For all healthcare providers and fields, it has also prioritized "closing the gap" between the current knowledge of optimal care and current clinical practice.

This measure is one of ten measures included in a palliative care bundle intended to close the "quality gap" between existing best evidence and current daily practice.

Primary Clinical Component

Intensive care unit (ICU); critical care; palliative care; social work support

Denominator Description

Total number of patients with an intensive care unit (ICU) length of stay greater than or equal to 5 days (see the related "Denominator Inclusions/Exclusions" field)

Numerator Description

Number of patients who have documentation in the medical record that social work support was offered to the patient and/or family on or before Day Three of intensive care unit (ICU) admission (see the related "Numerator Inclusions/Exclusions" field)

Evidence Supporting the Measure

Evidence Supporting the Criterion of Quality

A clinical practice guideline or other peer-reviewed synthesis of the clinical evidence

A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

Need for the Measure

Overall poor quality for the performance measured

Evidence Supporting Need for the Measure

State of Use of the Measure

State of Use

Current routine use

Current Use

Collaborative inter-organizational quality improvement

Internal quality improvement

Quality of care research

Application of Measure in its Current Use

Care Setting

Hospitals

Professionals Responsible for Health Care

Advanced Practice Nurses

Nurses

Physician Assistants

Physicians

Social Workers

Lowest Level of Health Care Delivery Addressed

Single Health Care Delivery Organizations

Target Population Age

Unspecified

Target Population Gender

Either male or female

Stratification by Vulnerable Populations

Unspecified

Characteristics of the Primary Clinical Component

Incidence/Prevalence

Unspecified

Association with Vulnerable Populations

Unspecified

Burden of Illness

See the "Rationale" field.

Utilization

Unspecified

Costs

Unspecified

Institute of Medicine (IOM) Healthcare Quality Report Categories

IOM Care Need

End of Life Care

Getting Better

Living with Illness

IOM Domain

Effectiveness

Patient-centeredness

Timeliness

Data Collection for the Measure

Case Finding

Users of care only

Description of Case Finding

Total number of patients with an intensive care unit (ICU) length of stay greater than or equal to 5 days

Denominator Sampling Frame

Patients associated with provider

Denominator Inclusions/Exclusions

Inclusions

Total number of patients with an intensive care unit (ICU) length of stay greater than or equal to 5 days

Exclusions

Patients discharged (or transferred out of the ICU) on or before Day Three of ICU admission

Patients expired on or before Day Three of ICU admission

Patients who were not visited by a family member in the on or before Day Three of ICU admission

AND who lack capacity to respond to an offer of social work support

Note: The day of ICU admission is considered Day Zero and the following calendar day beginning at 0001 hours is considered Day One.

Relationship of Denominator to Numerator

All cases in the denominator are equally eligible to appear in the numerator

Denominator (Index) Event

Institutionalization

Denominator Time Window

Time window precedes index event

Numerator Inclusions/Exclusions

Inclusions

Number of patients who have documentation in the medical record that social work support was offered to the patient and/or family on or before Day Three of intensive care unit (ICU) admission

Note

Documentation must be in the medical record.

Example of Social Work Support: Assistance with emotional and/or practical burdens of the patient's illness.

Exclusions

Unspecified

Measure Results Under Control of Health Care Professionals,

Organizations and/or Policymakers

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

Numerator Time Window

Institutionalization

Data Source

Medical record

Level of Determination of Quality

Individual Case

Pre-existing Instrument Used

Unspecified

Computation of the Measure

Scoring

Rate

Interpretation of Score

Better quality is associated with a higher score

Allowance for Patient Factors

Unspecified

Standard of Comparison

Internal time comparison

Evaluation of Measure Properties

Extent of Measure Testing

Pilot implementation in a total of 19 intensive care units (ICUs) showed that the measures are feasible and usable and that opportunities exist for quality improvement. Refer to the article by Nelson, et al. for details.

Evidence for Reliability/Validity Testing

Nelson JE, Mulkerin CM, Adams LL, Pronovost PJ. Improving comfort and communication in the ICU: a practical new tool for palliative care performance measurement and feedback. Qual Saf Health Care. 2006 Aug;15(4):264-71. [52 references] [PubMed](#)

Identifying Information

Original Title

Quality indicator #7: social work support.

Measure Collection Name

Transformation of the Intensive Care Unit (TICU) Measures

Measure Set Name

Care and Communication Quality Measures

Submitter

Vizient, Inc. - For Profit Organization

Developer

Vizient, Inc. - For Profit Organization

Funding Source(s)

VHA, Inc.

Composition of the Group that Developed the Measure

Internal VHA, Inc. clinical subject matter experts along with external clinical subject matter faculty experts from various National and local research medical centers/hospitals

Financial Disclosures/Other Potential Conflicts of Interest

None; work was not supported by any third party vendors, contractors or for-profit health care companies including suppliers, device makers, or pharmaceutical firms.

Adaptation

Measure was not adapted from another source.

Release Date

2006 Sep

Measure Status

This is the current release of the measure.

The VHA, Inc. reaffirmed the currency of this measure in October 2010.

Source(s)

VHA Inc. TICU care and communication bundle: care and communication quality measures. Irving (TX): VHA Inc.; 2006 Sep 15. 8 p.

Measure Availability

The individual measure, "Quality Indicator #7: Social Work Support," is published in "TICU Care and Communication Bundle: Care and Communication Quality Measures."

For more information, contact VHA, Inc. at: 220 E. Las Colinas Blvd., Irving, TX 75039; Phone: 1-800-842-5146 or 1-972-830-0626; Web site: www.vha.com .

Companion Documents

The following are available:

VHA, Inc. TICU care & communication bundle: data collection sheet. Irving (TX): VHA, Inc.; 2006 Sep 15. 1 p.

VHA, Inc. TICU care & communication bundle: care and communication quality measures form. Irving (TX): VHA, Inc.; 2006 Sep 15. 2 p.

For more information, contact VHA, Inc. at: 220 E. Las Colinas Blvd., Irving, TX 75039; Phone: 1-800-842-5146 or 1-972-830-0626; Web site: www.vha.com .

NQMC Status

This NQMC summary was completed by ECRI on June 27, 2007. The information was verified by the measure developer on July 25, 2007. The information was reaffirmed by the measure developer on October 15, 2010.

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